



COMPLAINTS AND APPEALS POLICY

At 2Schools Consortium we take students/apprentices feedback very seriously because it informs the monitoring and enhancement of all aspects of its operation.

To help you decide whether your query would be an Appeal or Complaint, please refer to the 'Complaint Flowchart' (Appendix 1).

The views of students/apprentices are sought by a variety of means, including board meetings, training evaluations, school based quality assurance, mid and end of year evaluations, formal reviews and informal meetings; we have an 'open door' approach to communication and the nature of our provision ensures that any issue is identified and addressed promptly by a strong partnership between teachers, consortium staff and school staff.

However, we believe that students/apprentices should be provided with the opportunity to express concerns about all aspects of its operation through making a complaint.

2Schools will attempt in all cases to resolve any complaints internally in a prompt and timely fashion by providing a three stage approach:

Stage 1: Early resolution. It includes face to face discussions with the student, or asking an appropriate member of staff or mediator or conciliator to deal with the matter. Where appropriate the student should be provided with a written outcome.

Stage 2: The formal stage. It is used where a student is dissatisfied with the outcome of early resolution, or where early resolution is not possible or suitable due to the character, complexity or seriousness of the case. The formal stage should normally be dealt with by people who have not been involved previously (including the 2Schools Consortium Board) and may include mediation, or conciliation where appropriate. Students/apprentices should complete the 2Schools Complaint form (Appendix 2) and forward to the Complaints Liaison Officer at training@oakthorpe.enfield.sch.uk.

The student should be provided with a written outcome at the conclusion of this stage.

Stage 3: The review stage. If dissatisfied the student can refer their complaint to the OIA (Office of the Independent Adjudicator) The OIA considers complaints from students/apprentices who remain dissatisfied at the conclusion of the Consortium's internal procedures. The OIA is an independent review body external to the Consortium. It looks at issues such as whether the Consortium followed its procedures, whether these procedures were reasonable and whether the Consortium's final decision was reasonable in all the circumstances.

The OIA's Scheme Rules and Guidelines are available on the website www.oiahe.org.uk.

If the student does not take the complaint to the review stage within the time limit for doing so the Consortium will close the matter and notify the student in writing. The student will be issued with a completion of procedure letter at this stage, as per the guidance from the OIA.

In addition Apprentices, should they not be happy with the outcome, can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled <https://www.gov.uk/complain-further-education-apprenticeship>

There's a different procedure if your complaint was with an academy. You must contact the ESFA within 12 months after the issue happened. Email or post your complaint to the ESFA complaints team.

ESFA complaints team complaints.ESFA@education.gov.uk

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

The ESFA will reply to let you know what will happen next.

If you're unhappy with the ESFA response You can [contact the Department for Education](#) if you're unhappy with how the ESFA has dealt with your complaint.

2Schools Complaint procedure Flowchart

Stage 1 Early resolution. Complaint raised with Consortium's Programme Leader within 2 months of the matter arising.	
	10 working days
Stage 2: The formal stage. If early resolution is unsuccessful, Complaint Form –Appendix 2- forwarded to Complaint Liaison Officer within 10 working days.	
	15 working days
If eligible, complaint forwarded to 2Schools Board for investigation. They will decide if there is sufficient evidence to refer to take the matter further. Student/apprentice contacted for a meeting if appropriate.	

35 working days

Written outcome provided to student/apprentice.

Complaint closed

Stage 3: The review stage. If the student/apprentice remains dissatisfied with the outcome of the Board's review they then have the option of taking their complaint to the OIA within 10 working days.

A Completion of Procedures Letter will be issued no later than 28 days after any internal processes have been completed.



Complaints flowchart

Appendix 1

If you have a serious complaint concerning:

Conduct and programme delivery		Equality		Grading/assessment		Attendance	
1. the delivery of the programme	the conduct of a member of school staff	If you have a disability or additional need, and you believe that the initial needs assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures were not implemented with regards to:		You believe the grade awarded does not accurately reflect your work or performance		You believe that the decision made in relation to the Attendance Policy is incorrect in relation to attending training and other compulsory 2 schools events	You believe that the decision made in relation to the Attendance Policy is incorrect in relation to attending school
2. the conduct of a member of staff of the consortium							
3. a service provided by the consortium							
2Schools See 2Schools' complaints policy	Partnership See school own complaint Policy	The programme led by 2Schools See 2Schools' complaints policy	Your contract* with your school See school Policy	Marking/grading. The marking, assessing and grading of a piece of work is an academic judgement and as such it is not possible for you to make an appeal against this judgement. You should contact your Module Leader for further feedback on your work	Assessment/grading by partnership school You should contact your Professional Tutor and Programme Leader within 10 working days.	See 2schools' complaints policy	See Partnership's school policy and contract*

You are strongly advised to seek the advice of your Professional Tutor and Programme Leader before submitting an appeal.

*all students/apprentices must refer to code of conduct and 2Schools policies